

	A	B	C	D	E	F	G	H	I
1	Role Category	Role	Microsoft	DET	Agency	On Prem Tool/s	Online Tool/s	Meeting Notes	Role Comments
2	Server Mgmt	Responsible for the acquisition, installation and maintenance of the hardware infrastructure.	R			NA	NA		Included as part of the Office 365 Service
3	Server Mgmt	Standard monitoring and analysis of resources consumed.	R	C	C	NA	NA		Microsoft is primarilty responsible for providing a highly available resource. Microsoft will provide DET with the ability to manage Storage Consumption via Site Collection Quotas and Server Resource Usage via Site Collection Quota.
4	Server Mgmt	Install and maintain software, firmware, drivers, and software patches	R			NA	NA		Included as part of the Office 365 Service.
5	Server Mgmt	Manage, maintain and troubleshoot server OS, patching and hardware, including server level backups and restores.	R			NA	NA		Included as part of the Office 365 Service.
6	Backups/Restores	Establish backup schedule, execute backups per schedule & restore files consistent with backup retention	R	R	C	DocAve (Suite of add-ons for SharePoint)	DocAve for Cloud	The team would like to explore Item Level Restore Capabilities via 3rd Party Tools such as DocAve (Currently in use at DOT & DET). Team would need to evaluate the cost (Tool Licensing + Storage Costs + Bandwidth Costs to implement.) This Item level restore would ideally be delegated to the Agency via the tool. (Needs Investigation)	Microsoft provides the following backup/restore features with the Service. 1. User Level - Version History/Version Restoration 2. User Level - Site Recycle Bin (90 Days) 3. Agency Level - Site Collection Recycle Bin (90 Days) 4. Microsoft Support Leve - 14 Day Site Collection Full Backup/Restore.
7	SQL Database	Manage SQL servers for appropriate security, patch and version updates and anti-virus protection.	R			NA	NA		Included as part of the Office 365 Service.
8	Monitor server system-level performance	Monitor server system-level performance	R			NA	NA		Included as part of the Office 365 Service.
9	OneDrive Server Administration	Ensure OneDrive is deployed and configured securely.	R			NA	NA		Microsoft will be responsible for providing a Secure OneDrive Environment.
10	OneDrive (part of SharePoint) Licensing	License users for OneDrive Online Usage as well as provide Licensing reports to Agencies.		C	R	UMRA	NA	{UMRA will need to be updated to provide the ability to delegate licensing functionality across all workloads.}	Agencies will be able to manage licensing through UMRA using bundles where appropriate. Special scenarios will require a service ticket to DET. DET will create automated licensing reporting to a central portal for review by the Agencies.
11	OneDrive Server Administration	Create OneDrive My Site Configurations.		R		NA	NA		To grant access to OneDrive stores.
12	OneDrive Server Administration	Testing Evergreen Features		R	C	NA	NA	DET will configure specific Agency users for the First Release Program to provide advanced testing. Agencies will be responsible for maintaining compatibility with any features, applications, or custom solutions that have been deployed.	Microsoft will continually deploy new features across the OneDrive Platform. These features will be communicated to the department via the CAG leveraging Premier Resources. Agencies will select specific users for the First Release Program.

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13	Content	Responsible for gathering and translating agency business needs.			R	NA	NA		
14	Compliance	Responsible for compliance with legal mandates (i.e. SOX, HIPAA, 508).	C	R	C	NA	NA		DET is responsible for Base Compliance. Agencies are responsible for keeping content compliant. Microsoft publishes its compliance audits on the Trust Portal for all agencies to review. Agencies are responsible for creating their own usage policies and governance of their OneDrive Sites.
15	Support	Provide application support per service tier and application specific incident support procedures	R	R	R	NA	NA		1. Agencies will provide tier 1 support for OneDrive. 2. DET will provide tier 2 support for OneDrive. 3. Microsoft Premier will provide tier 3 support for OneDrive. Office 365 Support Portal will not be leveraged to support the state. All 365 tickets will be opened through Premier Portal or TAM.
16	Tenant Administration	Provide Usage Reports to Agencies.		R	C	NA	NA	Current reporting tools are in the process of being refreshed. The team should re-evaluate the utility of these reports when they are released. CAG may want to review additional 3rd Party Options after the new tools are released in the coming months.	When reporting role is available, review if this can be delegated to agencies.
17	Compliance	Security and Compliance Portal		R	C	NA	Security & Compliance Center	The compliance portal provides the ability to create/manage automated content retention and deletion policies.	DET would deploy the global policies on behalf of the enterprise. A agency can request a different policy to be applied to an individual.
18		External Sharing		R	C	NA	NA	Agencies require the use of external sharing which is built into OneDrive Sharing can be configured for all OneDrive Sites Tenant Wide. {Review Sharing Policies with Management Team}	DET would deploy the global policies on behalf of the enterprise.
19	Shared Services	Hybrid Configuration		R	C	NA	NA	Microsoft recommends reviewing Hybrid specifically for OneDrive Redirection. See- https://support.office.com/en-us/article/SharePoint-hybrid-sites-and-search-5ff7e56a-7af2-4511-adee-1e043afe244e?ui=en-US&rs=en-US&ad=US	DET will be responsible for configuring Hybrid Components and integrating with the OneDrive 2013 Farm.
20	Shared Services	Office 365 Portal		R	C	NA	NA	Service Management Role will allow access to Message Center, Service Tickets, and Service Status.	DET will have Global Admin, SPO Admin Roles. Agencies will have Service Management Role.

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21	Shared Services	General Tenant Level Settings		R	C	NA	NA	New settings are added as new features are implemented. DET will manage these settings with the CAG providing recommendations.	DET will manage any tenant level settings with input from the CAG.
22	Governance	Customer Advisory Group (CAG)		R	C	NA	NA		DET will host monthly CAG Meetings to provide oversight over the OneDrive Service. Items of discussion will include Evergreen Features, Changes to Roles & Responsibilities, etc.
23	Auditing	Office 365 Audit Log		R	C		APIs form Service Management	This cannot be delegated to the agency level. Logs are kept for 90 days. If logs are needed for longer than 90 days they will need to be pulled down and stored. This can be automated.	Agencies will request what then need of DET.